

## ***Quality Assurance Policy***

Approved: 

Date: October 2015

### **I. Policy**

Quality Assurance is integral to ensuring Probation policies are understood and incorporated into every aspect of staff interactions. Individual probation districts shall ensure quality assurance is a priority and certify quality assurance activities are occurring in all divisions of the District.

### **II. Purpose**

To ensure probation staff are accomplishing community safety by providing quality services to the courts, victims, and probationers through standardized review practices and tools, that probation officers are receiving meaningful, on-going feedback regarding their performance and that the Nebraska Probation System is adequately measuring the performance of its employees and practices.

### **III. Reference**

Not applicable.

### **IV. Procedure**

Each probation district shall ensure quality assurance includes details related to random selection of cases, frequency of reviews, follow-up with officers, appropriate response to identified trends including imposition of discipline when and as needed, and most importantly affirmation of officers demonstrating positive trends.

In addition, probation districts shall ensure delegation of duties related to Quality Assurance and necessary coaching within the District's management team.

#### **A. Frequency**

1. Quality Assurance tools shall be conducted not less than quarterly on each specialized and investigation officer.

#### **B. Follow-Up**

1. Districts shall ensure schedules for reviewing completed tools with officers as they are finalized. Plans for addressing noted deficiencies shall be included.

#### **C. Appropriate Response to Identified Trends**

1. Districts shall ensure identified deficiencies are addressed with officers including how and when discipline will be initiated when necessary and the affirmation of positive trends.

#### **D. Delegation of Duties**

1. While direct oversight of quality assurance is the responsibility of the Chief Deputy, completing quality assurance, coaching of officers, and development of performance improvement plans shall be the responsibility of the management

team members charged with the supervision of staff, including the Chief Probation Officer, Chief Deputy Probation Officer, Supervisors, and Coordinators.